



Process for Giving Notice of Disruptions



Customer Service Standard






Accessibility for Ontarians with Disabilities Act, 2005

Providence Healthcare is committed to improving accessibility for Ontarians with disabilities. From time to time, there will be disruptions to accessibility, and as a result, notice of disruptions will be provided in several ways.

At the site of the disruption

In the event a disruption is to a physical space/area at Providence Healthcare (indoor and outdoor), a notice will be posted at the site.

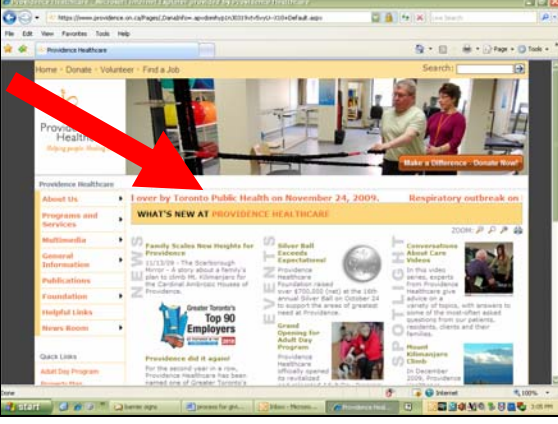
Notice/Barrier	Standard Work	Responsible
Washroom closed	<ul style="list-style-type: none"> • Get 11"x17" 'Washroom Closed' signs from cabinets in Reception • Go to closed washroom • Follow <i>Standard Work for Putting Up Signs</i> 	Security 
Elevator closed	<ul style="list-style-type: none"> • Get 11"x17" the appropriate 'Elevator Closed' signs from cabinets in Reception • Go to closed elevator • Follow <i>Standard Work for Putting Up Signs</i> 	Security 

Notice/Barrier	Standard Work	Responsible
<p>Outdoor walkway or pathway closed for winter safety (snow, ice)</p>	<ul style="list-style-type: none"> • Get 'Sidewalk Closed' or 'Walkway Closed' chain link sign from the outdoor garage on the northwest corner of the property. • Get remote from Security to open door. • Put up sign in affected area 	<p>Building Services</p>  
<p>Unsafe hallways and stairs (indoors)</p>	<ul style="list-style-type: none"> • Get tall yellow pylons from Housekeeping or from hooks on lower walls throughout Providence • Put pylon at the site of the spill/danger until the area is cleaned • Return pylon to wall or storage 	<p>Housekeeping/All</p>  
<p>Outdoor area is closed for safety reasons</p>	<ul style="list-style-type: none"> • Get caution tape from the outdoor garage on the northwest corner of the property. • Get remote from security to open the garage door. • Block unsafe area with the caution tape 	<p>Building Services</p> 

Notice/Barrier	Standard Work	Responsible
'Pay and Display' parking payment machine out of service	<ul style="list-style-type: none">• Get 'Out of Service' Sign from Reception• Follow <i>Standard Work for Putting Up Signs</i>	Security (soft copy with Building Services) 

Web site

Notice of disruption will appear on our home page at: www.providence.on.ca

Notice/Barrier	Communication Tool	Responsible
<p>Scrolling Message (home page): If the disruption is significant (e.g. parking availability, main entrances closure, etc.) for a short period of time, the scrolling message will link to an announcement giving details of the disruption and date of completion.</p>		<p>Communications</p>
<p>News Column (home page): If the disruption is moderate (e.g. elevator shut-downs, door closures to a unit/department/hallway, etc.) the announcement will be listed in this column for the duration of the disruption.</p>		<p>Communications</p>
<p>Accessibility page (under 'General Information'): Ongoing, minor barriers to accessibility will be highlighted on the Accessibility page. These include...</p>		<p>Communications</p>

Telephone

Hotline - for significant disruptions to access, information will be posted on the hotline at 416-285-3755.